

## Who Can Contact an Ombudsman?

Tenants and their families

Staff at facilities or community agencies

Anyone who has questions or concerns about the rights of long-term care consumers or suspects that someone in a long-term care setting is not receiving proper care.

*Tenants have many rights which are guaranteed by law. An Ombudsman can help you protect these rights. You may contact us whenever you have questions or problems. If you wish, your name can be kept confidential.*



State of Wisconsin  
Board on Aging and Long Term Care  
Ombudsman Program  
1402 Pankratz St., Suite 111  
Madison, WI 53704-4001  
1.800.815.0015  
website <http://longtermcare.wi.gov>  
email [boaltc@ltc.state.wi.us](mailto:boaltc@ltc.state.wi.us)

# A Voice for Residential Care Apartment Complex Tenants

The Long Term Care  
Ombudsman

Serving Tenants  
Aged 60 and Older



## What is an Ombudsman?

The word *Ombudsman* (Om-budz-man) is Scandinavian. In this country the word has come to mean an advocate or helper. An Ombudsman protects and promotes the rights of long-term care consumers, working with tenants and their families to achieve quality care and quality of life. The program is required by law. In Wisconsin the Board on Aging and Long Term Care operates the program statewide.

## Our Services are Provided at No Charge.

You have a legal right to express concerns without fear of retaliation.

Concerns or questions can be made by phone, e-mail or letter. Contact us at our statewide toll free number:

**1-800-815-0015**

## How Can an Ombudsman Help?

**An Ombudsman can:**

**Answer** questions about care options, such as home care, community-based residential facilities (group homes), nursing homes, adult family homes or residential care apartment complexes.

**Investigate** complaints in these long-term care settings, and suggest solutions.

**Help** tenants and their families resolve problems.

**Promote** the rights of residential care apartment complex tenants.

**Provide** consultation services to help tenants, families, or facilities avoid problems, or solve them before they become crises.

**Speak** to facility or community groups about long-term care issues, especially tenant rights.

**Work** with tenant or family councils, community organizations, and the state regulatory agency to improve tenants' quality of life.

**Answer** questions about financial options, such as private insurance, Family Care and the Community Options Program.

